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CONFIRMATION NO. 4134

<b>SERIAL NUMBER</b> 10/617,965	<b>FILING OR 371(c) DATE</b> 07/11/2003 <b>RULE</b>	<b>CLASS</b> 705	<b>GROUP ART UNIT</b> 3623	<b>ATTORNEY DOCKET NO.</b> YOR920030197US1 (8728-627)
<b>APPLICANTS</b> Hung-Yang Chang, Scarsdale, NY; Jun-Jang Jeng, Armonk, NY; Santhosh Kumaran, Croton-on-Hudson, NY; Haifei Li, White Plains, NY; Liang-Jie Zhang, Cortlandt Manor, NY;				
<b>** CONTINUING DATA *****</b> NONE				
<b>** FOREIGN APPLICATIONS *****</b> NONE				
<b>IF REQUIRED, FOREIGN FILING LICENSE GRANTED</b> ** 10/07/2003				
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged <i>Roman Jeng</i> Examiner's Signature Initials		<b>STATE OR COUNTRY</b> NY	<b>SHEETS DRAWING</b> 8	<b>TOTAL CLAIMS</b> 38 18
				<b>INDEPENDENT CLAIMS</b> 5 2
<b>ADDRESS</b> 46069				
<b>TITLE</b> Systems and methods for monitoring and controlling business level service level agreements				
<b>FILING FEE RECEIVED</b> 1372	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit	